

SUMMARY AND PROFILE

HEAD OF LEARNING & DEVELOPMENT (L&D)

LEARNING & DEVELOPMENT | ORGANIZATIONAL GROWTH | TRAINING PROGRAMS

People-oriented Learning and Development executive with 10 years of experience driving transformative L&D and training initiatives across Fortune 1000 companies and fast-growing organizations. Expert in designing scalable, data-driven learning solutions for high-growth cybersecurity and tech companies. Spearheaded the creation of the Learning and Development (L&D) teams at URBN and Uptycs, building training frameworks and strategies from the ground up, which led to high-quality learning experiences and organizational growth. Translated complex technical information into clear, accessible learning modules, improving knowledge comprehension and practical application of skills across cross-functional departments. Experience designing scalable, data-driven learning solutions for high-growth tech and SaaS companies.

Key Skills & Achievements

Talent Development | Learning Initiatives | SaaS Education | Performance Improvement | Leadership Development | Instructional Design | Workforce Development | Adult Learning Principles | Classroom-Based Training | Vendor Management | Skill Enhancement | Scalable Learning Solutions | Curriculum Development | Knowledge Management | Assessment Tools | Education Resources | Coaching and Mentorship | Virtual Training | Learning Strategies | Human Resources | Learning Management Systems (LMS) | Learning Delivery | eLearning Platforms Data Driven Analytics to Improve Learning Outcomes | Security-Driven Learning Programs | ADDIE Model | Learner Transfer Evaluation Model (LTEM) | OSCQR Rubric | Backwards Design | Knowle's 5 Principles | Merrill's First Principles | Community & Thought Leader | Lominger Competencies

- ✓ **LEARNING & DEVELOPMENT:** Oversaw design and implementation of technology-driven L&D programs, utilizing data analytics to track learner progress, directly aligning training outcomes with business objectives.
- ✓ **TRAINING INITIATIVES:** Led training initiatives for 150 employees on new and existing iOS applications, products, and job functions, contributing to 20% improvement in operational efficiency and 15% reduction in onboarding time.
- ✓ **PROJECT MANAGEMENT:** Spearheaded up to 5 concurrent projects, streamlining task execution and resource allocation, which decreased project completion time by 20% and consistently met or exceeded quality standards.
- ✓ **TEAM LEADERSHIP:** Managed a team of 10 instructional designers, overseeing delivery of interactive learning solutions that supported organizational transformation for clients, resulting in 15% increase in knowledge retention.
- ✓ **eLEARNING CONTENT:** Provided feedback and mentorship to a team of 10 Junior Instructional Designers, establishing best practices in eLearning content development strategy, resulting in 20% improvement in course delivery quality.

PROFESSIONAL EXPERIENCE

Uptycs | Boston, MA (Remote)

A leading cybersecurity company specializing in cloud and endpoint security solutions, with approximately 300 employees and an annual revenue of over \$50 million.

Senior Manager, People Learning, Engagement, and Development

September 2022 – Present

- ✓ Led staff orientation and tailored training programs that accelerated new hires' role readiness by 20%, boosting employee confidence and engagement while reducing onboarding time by 15%; contributing to a security-first culture.
- ✓ Analyzed team productivity and learning progress through performance metrics, delivering targeted coaching that drove innovation and continual improvement within the organization.
- ✓ Designed and implemented high-impact customer-centric, security focused L&D initiatives aligned with strategic business goals that enhanced employee proficiency by 35% and fostered a culture of continuous learning and growth.
- ✓ Worked cross-functionally to strategize, prioritize, and delegate tasks to 10 departmental employees, bolstering team efficiency and maintaining alignment with project deadlines and organizational objectives.
- ✓ Created tailored personal growth programs that equipped employees with the skills and knowledge to ensure optimal learner outcomes, resulting in 100% goal achievement across the team.

URBN, Inc. | Philadelphia, PA

A global retail company specializing in lifestyle and fashion brands, including Urban Outfitters, Anthropology, and Free People, known for innovative design and curated experiences across apparel, accessories, and home goods

Manager, Instructional Designer, Technology

January 2019 – September 2022

- ✓ Led a team of 5 instructional designers in analyzing and revitalizing existing course materials, identifying key areas for enhancement that resulted in 25% increase in learner engagement.
- ✓ Partnered with 10 Subject Matter Experts (SMEs) to ensure the accuracy and relevance of content across all courses, resulting in increased learner satisfaction and retention rates by 15%.
- ✓ Designed innovative training programs, bridged key organizational gaps in technical skillsets, and prepared targeted courses in emerging technologies that increased team proficiency by 15%.
- ✓ Delivered technical support by troubleshooting and resolving course functionality and performance issues, reducing downtime by 20% and ensuring seamless learning experiences for over 150 users.

Frontline Education | Malvern, PA

A leading provider of school administration software, supporting K-12 districts with solutions for HR, finance, and student management to enhance operational efficiency and student success.

Client Development Specialist

April 2018 – January 2019

- ✓ Collaborated with K-12 districts to implement school administration software solutions for HR, finance, and student management, driving operational efficiency and improving learner success outcomes across the district.
- ✓ Leveraged Customer Relationship Management (CRM) systems to monitor and optimize customer inquiry progress, reducing response time by 15% and improving client satisfaction scores by 15%.
- ✓ Delivered timely and professional responses to all customer inquiries, enhancing customer retention rates by 20% and strengthening long-term client relationships.

Apple | Ardmore, PA

Apple Inc. is a world-leading technology company known for its innovative consumer electronics, seamless hardware-software integration, and commitment to privacy, sustainability, and ground breaking design.

Lead Creative Trainer

September 2014 – April 2018

- ✓ Delivered constructive, actionable feedback on employee performance during training sessions, driving 15% improvement in learner outcomes and refining skills with targeted, constructive guidance.
- ✓ Maintained accurate records of all training activities, including attendance, evaluations, and assessments, ensuring 100% compliance with company standards and optimizing training effectiveness.
- ✓ Conducted quantitative/qualitative analyses to assess participant knowledge and understanding, adjusting training content in real-time, resulting in 35% increase in post-training application.
- ✓ Monitored and evaluated the success and effectiveness of training programs through performance metrics and learner feedback, leading to 30% enhancement in employee engagement.
- ✓ Designed and developed custom learning materials tailored to the specific needs of each trainee, boosting knowledge retention by 30% across diverse learner groups.
- ✓ Oversaw the coordination and execution of innovative training solutions, ensuring end-to-end implementation that elevated employee proficiency by 15% and reduced training delivery time by 20%.

EDUCATION AND OTHERS

West Chester University, West Chester, PA (2022)

Masters of Science in Human Resource Management

LA Salle University, Philadelphia, PA (2016)

Bachelor of Arts in Education and Bachelor of Arts in History